

**ABSTRACT OF THE DISCLOSURE**

- 5 A voice service system is provided with an interactive voice response unit for interactively dealing with a call from a human caller, an operator subsystem by which a human operator can verbally interact with the caller, and a routing manager for transferring handling of the call between the voice response unit and the operator subsystem. The operator's verbal interaction with the caller is done through a synthesised voice in order to mask from the
- 10 caller that they are now talking to a human operator. This permits the operator to return handling of a call back to the voice response unit without offending the caller.